

# CPU *Visions*

A Publication of CPU Medical Management Systems

August 2007

## CPU 2007 Holiday Schedule

**Labor Day**  
September 3

**Thanksgiving Day**  
November 22

**CPU Holiday**  
November 23

**CPU Holiday**  
December 24

**Christmas Day**  
December 25

**CPU Holiday**  
December 31

Please note, CPU's offices will be closed and customer support will not be available on these dates; however, pager support will be available on December 24 & 31.

## Save the Date for CPU's 16th Annual Users' Conference!

CPU's 16th Annual Users' Conference will take place March 13 and 14, 2008.

The conference will be located in beautiful downtown San Diego at the US Grant Hotel, which was built in 1910 and underwent a \$56 million dollar renovation in 2006. The historic ambiance of this landmark property creates a world-class urban sanctuary.



Rooms at the US Grant are available for a discounted conference rate of \$200 per night. To reserve your room call 866-837-4270 today. The deadline to reserve a room at this rate is Friday, February 8, 2008.

More information about the conference schedule and registration will be emailed to all CPU clients and available on CPU's Website soon.

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## Join Us for CPU University

CPU University is a free monthly education opportunity offered the third Wednesday of every month to reinforce your knowledge of MED/FM and share ideas with other users over the Internet.

### 2007 CPU University Schedule

- **August:** *Collections*
- **September:** *Refunds*
- **October:** *Commonly Used Reports & How to Drop Them to Excel*
- **November:** *Reports on the Web*  
\*This schedule is subject to change at CPU's discretion.

To enroll please email Ann Quinn at [ann@cpumms.com](mailto:ann@cpumms.com) and indicate whether you wish to attend the morning or afternoon session. If the session is already full, you will be placed on a wait list and notified if there are any cancellations. Please remember, you may not register more than 30 days in advance for any CPU University class.



## President's Notes

The healthcare industry is always changing, and CPU, like you, wants to stay ahead of the curve rather than simply reacting to these changes. CPU continually undertakes efforts to learn about your business needs, challenges, and ways CPU can help your business grow now and in the future.

CPU learns about your business in a number of ways: client surveys, feedback we receive during our annual users' conference, reviewing trade publications for trends and new technology, and direct communication between you and our employees. The CPU sales team and I have begun touring some of our client sites as another means to learn more about the way you do business and how we can help.

During my visits with several CPU clients, I learned that there is an interest in establishing smaller user forums based on specialty or region and a forum of owners and executives to discuss business growth strategies involving CPU and our products. Clients also expressed interest learning more about third party vendor applications, such as Laserfiche; NGS; CodeRyte; and others. Coincidentally, clients told us that CPU is on target regarding new needs and applications, but our choice of vendor and timing does not always coincide with that of our clients. They want us to keep them apprised of CPU's investigations and understand how they can work jointly with us in these particular pursuits, or on any other applications, which can make their jobs easier and how those applications will work with our software. In addition, we discussed new features that clients are excited about – dashboard reporting, payment portals, and the ability for patients to pay with credit cards. Clients mentioned that they would like CPU to continue to enhance our communication with them and improving our reporting capabilities.

The sales team and I will continue touring our clients' sites. Even though we cannot meet with each of you personally, I am still very interested in learning more about how you think CPU can best serve you and ways we can communicate with you. Please feel free to email directly at [president@cpumms.com](mailto:president@cpumms.com). Let me know if your organization would benefit from any of the ideas I mentioned and who from your organization would like to get involved in a smaller user forum.

I look forward to hearing from you. Together we can continue to grow your business!

*Michael Stringer*

## Welcome New CPU Clients

**Dexios Corporation**  
of Midlothian, VA

**Ambulatory Diagnostic Center**  
of Coral Gables, FL



## Support Reminders

- When you receive bulletins related to ANSI (electronic billing) or claim forms please submit a copy of this information to CPU. Since CPU is not a provider, we do not always receive the bulletins from the carriers. Please share this information with CPU so we may assist you in a timely manner.
- Due to the numerous changes taking place with electronic billing, please be sure to check your carrier reports thoroughly every day and report any issues to CPU as soon as possible.
- MED/FM Support is available Monday through Friday from 6:00 a.m. to 6:00 p.m. PST.
- Weekend and after hours support is available via pager. Should you need support during this time, leave a message with your name, acronym, a detailed description of the issue you are experiencing, and a phone number where you can be reached.
- Email support (through [help@cpumms.com](mailto:help@cpumms.com) & [cpuansi@cpumms.com](mailto:cpuansi@cpumms.com)) is monitored Monday through Friday from 6:00 a.m. to 6:00 p.m. PST.

# Please Welcome the Newest Additions to the CPU Programming Team!



*Connette Carlos-Gaton*

Connette Carlos-Gaton joined CPU's Programming Team on April 30<sup>th</sup> as a software analyst and specifications coordinator. Her client services experience includes supporting healthcare billing, financial management, and electronic claims processing applications in a hospital environment. Connette has an outstanding ability to develop detailed project definitions. Her responsibilities with CPU will be to work with our clients to determine

functional requirements for software change requests and to provide written specifications for custom and standard product enhancements. She will also have a leading role in quality assurance testing and working closely with our product development team.

Cora Sapinoso is a new project leader and senior programmer/analyst, who joined CPU on April 30<sup>th</sup>. She comes to CPU with over ten years of experience as a software developer of hospital information systems and has an extensive background in the development of healthcare billing and clinical applications, as well as HL7 interfaces. Prior to accepting her position with CPU, Cora successfully implemented large systems in high volume environments with minimal downtime and defect-free. She is a highly analytical, detail-oriented person. Her strengths include application and data base design and project management. Cora will have a leading role in a number of CPU's upcoming product enhancements.



*Cora Sapinoso*



*Tim Thornton*

Tim Thornton joined the CPU Programming Team on June 11<sup>th</sup>, as a senior programmer/analyst. Tim brings a wealth of experience to CPU, as he has worked for a number of software vendors and software consultants. Tim's application experience has been in the financial, manufacturing, telecommunications and health care system areas. He is proficient

with database design, managing system implementations, and the iSeries/System i5. Tim's troubleshooting and analytical abilities are top-notch. He has an extensive background in the development of EDI applications and will be working on our ANSI electronic claims processing team.

CPU welcomed Karl Abbott to our Programming Team on July 23<sup>rd</sup> as a senior programmer/analyst. Karl has spent the last 20 years developing iSeries applications for hospital, retail, and manufacturing environments. He also has 8 years experience developing visual basic applications. Karl is a results oriented person with strong technical skills. His accomplishments include the development of a testing application, interfaces for PC based clinical systems to iSeries applications, and development of a nurse staffing system.



*Karl Abbott*



*Tim Liddell*

Tim Liddell became part of CPU's programming team on Monday, July 30<sup>th</sup>. Tim is a senior programmer/analyst and has a strong background in RPGIV and other languages, including: .Net, Java and more. He has extensive experience working in the healthcare industry and in a software vendor environment. He has a broad knowledge of HL7 interface applications, TCP/IP socket servers, and developing radiology information systems and transcription applications. Prior to joining CPU, Tim maintained a number of billing applications for hospital information systems and medical management systems.

CPU is delighted to have Connette, Cora, Tim Thornton, Karl, & Tim Liddell on our Programming Team!



## CPU Promotes Mary Thompson to VP of Operations

CPU is pleased to announce the appointment of Mary Thompson to Vice President of Operations. Mary has been extremely successful and influential in her role as Director of Software Operations, and CPU is confident that in her new role she will continue to improve our operational activities.

Mary's primary role is to provide overall direction and guidance for the operational activities of the organization as well as day-to-day leadership to all company operations functions. Her responsibilities will include leading both the hardware/software support and programming teams, ensuring smooth and effective software installations, outlining internal and external training programs, and maintaining our clients' satisfaction with our products and services.

CPU would like to congratulate Mary on her promotion to Vice President of Operations!

### Tom Gates Promoted to Helpdesk Manager

CPU is pleased to announce the promotion of Tom Gates to Helpdesk Manager.

In an effort to deliver continued superior service to our customers and shorten the resolution cycle on call requests, we have expanded our Helpdesk team to include five programming resources, whose primary responsibilities will be to research and resolve calls that are escalated to helpdesk. Our new process will facilitate a quicker turn around time for call resolution.

Tom will lead the team of MED/FM experts and work closely with the Support Department to assist in solving problems. He will also work closely with the MED/FM Product team reviewing and approving programming specifications. In addition to his new position, Tom will continue to be a valued member of our MED/FM Product Development team.

### Marie Childers Promoted to Product Manager

CPU is pleased to announce the promotion of Marie Childers to MED/FM Product Manager.

Her responsibilities will include managing product enhancements and custom-programming requests to ensure the MED/FM product meets CPU's standards of quality and functionality before release. In her new position, she will work closely with her team to generate programming specifications for the product and to assign programming tasks to the MED/FM programming staff. Marie will also play an integral role with our QA testing to ensure that CPU delivers highly functional and defect-free code. As MED/FM Product Manager, Marie will assist in creating a training syllabus for new programmers, as well.

We have also asked Marie to join our MED/FM Product Development team, where her programming and industry knowledge will be extremely beneficial.

## CPU Welcomes Kathrin Chavez to the Support Team



*Kathrin Chavez*

Kathrin Chavez joined the CPU Support Team in March as a software support representative. She brings over 19 years of medical billing experience in Emergency Medicine, Radiology, Cardiology, Dermatology and Ophthalmology billing to CPU. Kathrin has a great understand of ECS testing, provider enrollment, insurance company appeals, and statewide appeals. Prior to joining CPU, Kathrin served as a client service manager, providing quality assurance and training. She also managed an EDI department for 4 years. In her most recent position, she provided software support and was responsible for installation of all virtual employees and tracking productivity.

CPU is delighted to have Kathrin as part of the Support Team!

## Managed Care Corner for MED/MC Clients

Due to continuous growth and high demand for custom programming, CPU has elected to re-assign long-time CPU programmer, John Lillie to the MED/MC product. Throughout John's 16 years at CPU he has gained a wealth of knowledge on all of our products. John has three years experience programming for MED/MC. Half of his time will now be devoted to MED/MC projects, while the other half will remain dedicated custom MED/FM projects.

In addition, CPU recently hired three new programmers and one will be trained on MED/MC. Training new programmers on our processes and

helping them get comfortable with our product takes time. We estimate that MED/MC should begin reaping the benefits of this new programmer sometime during the fourth quarter.

Scheduling conflicts have forced us to push back our next ASP upgrade until September. We will upgrade the test environments the week of September 17<sup>th</sup>. Should you have any questions on this, please contact Christopher Miller at [chris@cpumms.com](mailto:chris@cpumms.com).



### CPU's Most Valuable Player of the 2nd Quarter Award Winner

CPU would like to congratulate Marie Childers on winning the *Most Valuable Player* award for the second quarter of 2007!

#### CPU VISIONS

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# CPU

*Celebrating 25 Years of Serving You*